

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

JUN 15 2005



SPW

In re Patent Application of

Confirmation No.: 6633

POTTER et al.

Allowed: June 8, 2005

Serial No. 10/716,441

Atty. Ref.: 36-1798

Filed: November 20, 2003

TC/A.U.: 2645

For: MULTIMEDIA CALL CENTRE

Examiner: Smith, C.

\* \* \* \* \*

June 15, 2005

Mail Stop Issue Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**REQUEST FOR RETURN OF FORM PTO-1449**

On November 20, 2003 a Form PTO-1449 was filed in the subject application. As of the present date, however, an initialed and dated Form PTO-1449 has not been returned to the offices of the undersigned. Applicant therefore respectfully requests that the Form PTO-1449 be initialed and dated as an indication that the cited references have been fully considered and then returned to Applicant.

For the Examiner's convenience, Applicant has submitted a fresh copy of the Form PTO-1449.

Respectfully submitted,

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Sheet 1 of 1

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Atty. Docket No. 36-1798 Filing Date November 20, 2003 Divisional of Serial No. 09/029,318  
Applicant POTTER et al. Group Unassigned

## **U.S. PATENT DOCUMENTS**

## **FOREIGN PATENT DOCUMENTS**

**OTHER DOCUMENTS (including Author, Title, Date, Pertinent pages, etc.)**

	Paris, "The Next Generation Call Center", TELCOM REPORT INTERNATIONAL, Vol. 19, No. 4, 1996, DE, pages 9-11, SP000618796
	Rosenberg, "New Tools Needed for Call Center Design", BUSINESS COMMUNICATIONS REVIEW, Vol. 26, No. 8, August 1996, US, pages 51-53, XP000618776
	ITU, "Line Transmission of Non-telephone signals", 01/30/1996, 1-74

\*Examiner \_\_\_\_\_ Date Considered \_\_\_\_\_

Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to application